



Bank of us.

Tasmania | Community | Customer

Position Description



Name:
Vacant



Title:
Facilities Lead



Reports to:
Head of Corporate
Services



Location:
Statewide, based
in Launceston

Role Purpose

Your number one aim in this role is lead the end-to-end facilities function: running the service desk and ticket workflow, coordinating trades and service partners, overseeing preventative and reactive maintenance, negotiating and administering leases, and ensuring regulatory and policy compliance, to ensure our workplaces are safe, compliant, efficient, and fit-for-purpose across all premises.

Key to your success will be your ability to take a collaborative approach and keep the needs of our customers front of mind at all times, partnered with your continuous improvement mindset, sound knowledge of all aspects of facilities management, and the ability to build strong relationships with all teams across the organisation and externally.

Skills we are looking for

- Excellent communication skills, both verbal and written.
- The ability to develop strong internal and external working relationships across all levels.
- Strong attention to detail.
- Highly developed organisational skills including demonstrated ability to determine priorities, make independent decisions and meet tight deadlines.
- Strong vendor and contract management, including procurement, performance frameworks, and commercial negotiation.
- Sound financial management (OPEX/CAPEX budgeting, forecasting, cost control and reporting).
- Strong project management skills.
- Capability in work order and preventative maintenance planning, including coordinating trades/contractors and site access.
- Proficiency (intermediate to advanced) in the use of relevant software programs (e.g. Microsoft Office).

Personal Qualities we are looking for

- A customer-centric mindset with responsive, solution-focused service.
- A commitment to achieve quality outcomes.
- A commitment to being a team player and to leading by example.
- The ability to be an innovative, creative and lateral thinker, with a solutions-based approach to problem solving.
- Self-motivation and an ability to work with autonomy.
- Sound problem solving and decision-making skills.
- A high level of personal integrity and discretion with working with confidential information.
- Willingness and ability to acquire new skills and knowledge.
- Strong set of personal and business values which complement the organisation's culture, values and behaviours of Live it, Love it, Own it.

To succeed you will have (to be addressed as part of the application)

Experience

- Significant demonstrated experience in facilities, property, or operations with responsibility for multi-site maintenance and compliance.
- Proven experience coordinating contractors/trades, managing service agreements and delivering to SLA.
- Knowledge of WHS and building compliance (e.g., essential safety measures, fire protection, electrical safety, HVAC/air quality) and contractor safety management.
- Experience managing service desk/ticketing workflow with SLAs and proactive customer updates.
- Exposure to and knowledge of lease negotiation and administration, the property lifecycle, and working with landlords/agents.
- Experience implementing and improving preventative maintenance programs and compliance calendars.
- Experience managing budgets and reporting on performance, risks and improvements.
- Demonstrated leadership capability, inc. experience in leading a small team (desirable).

Qualifications & Licenses

- Relevant qualification/s in Facilities Management, Property, Building Services, Asset Management or related field and/or substantial relevant work experience.
- Relevant safety training e.g. contractor management/permit to work (desirable).
- Hold and maintain a current Drivers' license (some intrastate travel is required).

Key Relationships

Direct Reports

- Nil currently.

Internal Relationships

- Executive Leadership team
- Heads of department
- Retail Network
- Technology Network
- Risk & Compliance Teams
- Finance Team
- People & Culture Team
- All staff

External Relationships

- Landlords and property managers
- Trade and essential-services providers (HVAC, electrical, plumbing, fire)
- Other stakeholders as required i.e. Tenancy designers, certifiers, insurers/assessors, regulators/authorities.

Strategy

In conjunction with the Head of Corporate Services, develop and oversee a facilities & property strategy aligned to organisational objectives and risk appetite.

- In conjunction with the Head of Corporate Services continually review to ensure that strategy is current and aligns with the overall Bank of us strategy.
- Plan, track and communicate results in relation to strategy outcomes.
- Drive system, policy and procedural improvements designed to build efficiency and resource optimisation.
- Maintain a property plan (footprint, leases/expiry pipeline, options, renewals) and advise on site strategy.
- Establish asset registers, lifecycle plans and a capital works roadmap (fit-outs, refurbishments, end-of-life replacement).
- Ensure performance of activities is reported and benchmarked against best practice.

Success looks like:

- Strategic objectives are achieved.
- Annual Plan completion, time, quality and cost effectiveness.
- Continual process innovation and improvement evident.
- Measurable year-on-year process improvement.

Key Responsibilities

People

Assist with fostering a culture of achievement in the Corporate Services team and wider organisation, including a personal commitment to being a values-based leader who demonstrates behaviours consistent with the organisation's values.

- Pro-actively support the Organisation's Culture program.
- Create a working environment in which staff can focus on meeting productivity, quality and service levels and communicate changes in organisational objectives.
- Bring to the team leadership expertise that will assist in the development of personal and operational skills and enhance the value added to the work environment.
- Encourage continuous improvement in all processes.
- Lead a culture of safety and service across internal teams and contractor networks, including setting clear expectations and providing feedback and coaching.
- Ensure vendors are capable and supported to meet goals and SLAs; plan resources against seasonal demands and projects.
- Build facilities know-how across the business (playbooks, inductions, quick guides).
- Support the multi-skilling of staff and career path planning to provide within reason for a mitigation of key person risk within your functional area.

Success looks like:

- Staff engagement and culture survey measures.
- Sound management and staff progression occurs.
- 360-degree leadership performance feedback.
- Evidence of continuous improvement.
- Personal behaviours aligned to Live it, Love it, Own it.

Customer

Lead the facilities function in achieving business performance objectives and any associated Service Level Agreements (SLAs), while providing a positive customer experience to internal and external stakeholders.

- Nurture and develop a positive customer centric culture which actively seeks to deepen and strengthen customer relationships.
- Own the Facilities Service Desk experience, including triaging, prioritising and resolving tickets, communicating ETAs and status, and meeting or exceeding associated SLAs.
- Develop and maintain strong relationships with stakeholders, ensuring clear communication and collaboration.
- Collaborate with internal customers to understand needs and opportunities for improvement, plan works and minimise disruptions (e.g., after-hours works, clear communications).
- Ensure that stakeholders are kept informed of developments or changes that may affect their area.
- Maintain strong relationships with suppliers to ensure responsive, quality service that supports business outcomes.
- Build and maintain strong mutually beneficial relationships with internal teams, third parties and vendors, share thoughts, ideas and feedback with peers and celebrate successes.

Success looks like:

- Service Level Agreements met.
- Internal Customer Satisfaction Survey Results.
- Reduction of repeat issues.

Key Responsibilities

Business

Oversee and undertake all matters relating to the facilities function of Bank of us to ensure our workplaces are safe, compliant, efficient, and fit-for-purpose across all premises.

- Oversee preventative maintenance schedules and reactive repairs for buildings, grounds and equipment, and ensure timely resolution of issues and accurate records.
- Manage leases end-to-end, including negotiating commercial terms, monitoring critical dates, handling rent reviews and make-good, and maintain accurate lease files and forecasts.
- Plan and deliver minor works/fit-outs and moves, including coordinating contractors, permits and stakeholder communications.
- Administer supplier contracts (cleaning, security, HVAC, electrical, fire, waste, hygiene, grounds) and performance reviews; run tenders/procurement refreshes as needed.
- Maintain inventories, keys/access control and site services; oversee essential services and building systems documentation.
- Review and update facility signage across all sites as required i.e. Fire Plans
- Manage facilities OPEX/CAPEX within budget; forecast and report monthly; identify savings and efficiency opportunities.
- Conduct building audits/inspections to ensure operational compliance.
- Support business continuity and incident response for premises events (e.g., flood, outage, break-in), coordinating recovery actions and stakeholder communication.
- Oversee our fleet management and car parking administration, including coordination of vehicle servicing and maintenance schedules, overseeing insurance and registration, arranging parking allocations once approved, and ensuring efficient utilisation of resources in alignment with organisational policies.
- Prepare written reports, data and recommendations to senior management that can be understood and acted upon.
- Ensure our documented processes are up to date and relevant, and that staff are informed of any changes, with the appropriate training provided.
- Support organisational projects as a subject matter expert (SME) as required.

Success Looks like:

- Internal Customer Satisfaction Survey Results.
- Service level targets are met.
- High planned-maintenance completion; on-time/on-budget delivery of works.

Risk, Values, Behaviours

Ensure that all aspects of the role and administration within the team are carried out in accordance with Bank of us vision, values, behaviours of Live it, Love it, Own it, policies and procedures and comply with relevant State and Federal legislation.

- Manage facilities risks: site risk assessments, incident management, corrective actions; contractor inductions and permits to work.
- Safeguard people and assets via security/access protocols, after-hours procedures and insurance/COI controls.
- Contribute to maintaining the Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements. These include using established procedures when handling customer enquiries and requests for service and maintaining an up-to-date knowledge of Bank of us policies, procedures, products and services (e.g. Code of conduct, WHS, Privacy, Financial Services Reform, National Credit Act, Anti-Money Laundering etc.).

Success looks like:

- Audit/inspection pass rates; reduction in incidents and overdue actions.
- Documented compliance across all sites.
- Risk, Values and Behaviours as per P2S.
- Operational risks understood and effectively mitigated within risk appetite

Other:

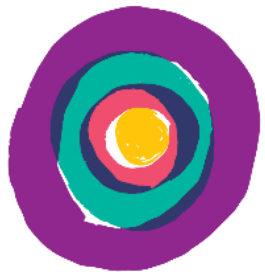
- Participate in after-hours call-out responses in unforeseen emergency/crisis situations with respect to building services and maintenance.
- Undertake any other reasonable duties as directed by the Head of Corporate Services from time to time.

Employee's Signature

Date

Leader's Signature

Date



Bank of us.
Tasmania | Community | Customer



Live it
Collaboration

Collaborate to achieve
excellent outcomes.



Love it
Relationship

Build positive healthy relationships, celebrate
success and be respected by the community.



Own it
Integrity

Act with integrity and be confident,
proactive and accountable